Communicator 6.3.0

Release Notes

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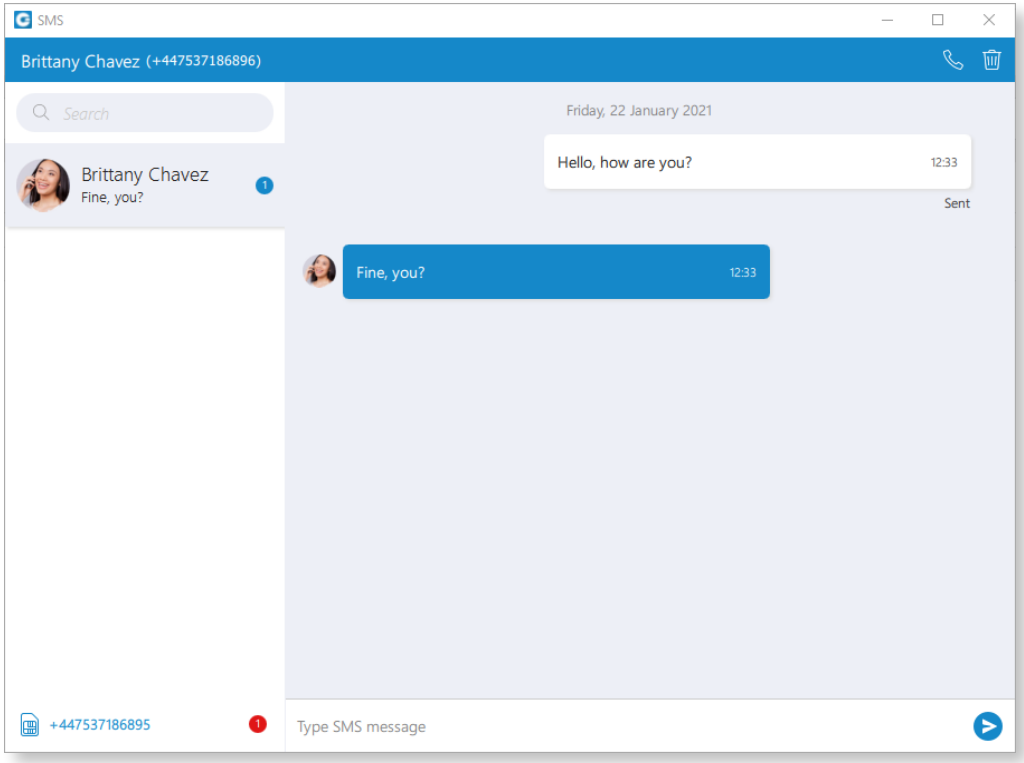
FEATURES

Produce the “+” (plus) sign inside Phone Module

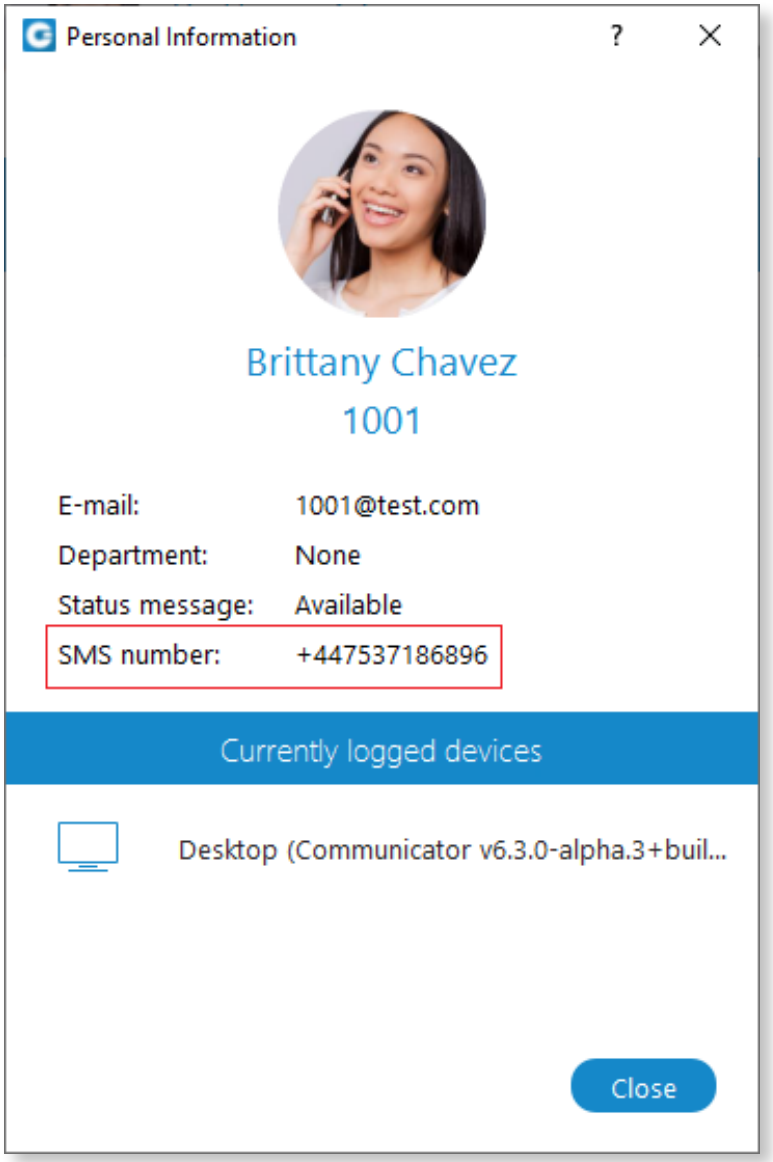
When a user presses and holds down any key inside the Phone Dialer (except “0”), it will display the pressed number or sign. However, when the user presses and holds down the “0” key, it will display the “+” (plus) sign.

SMS

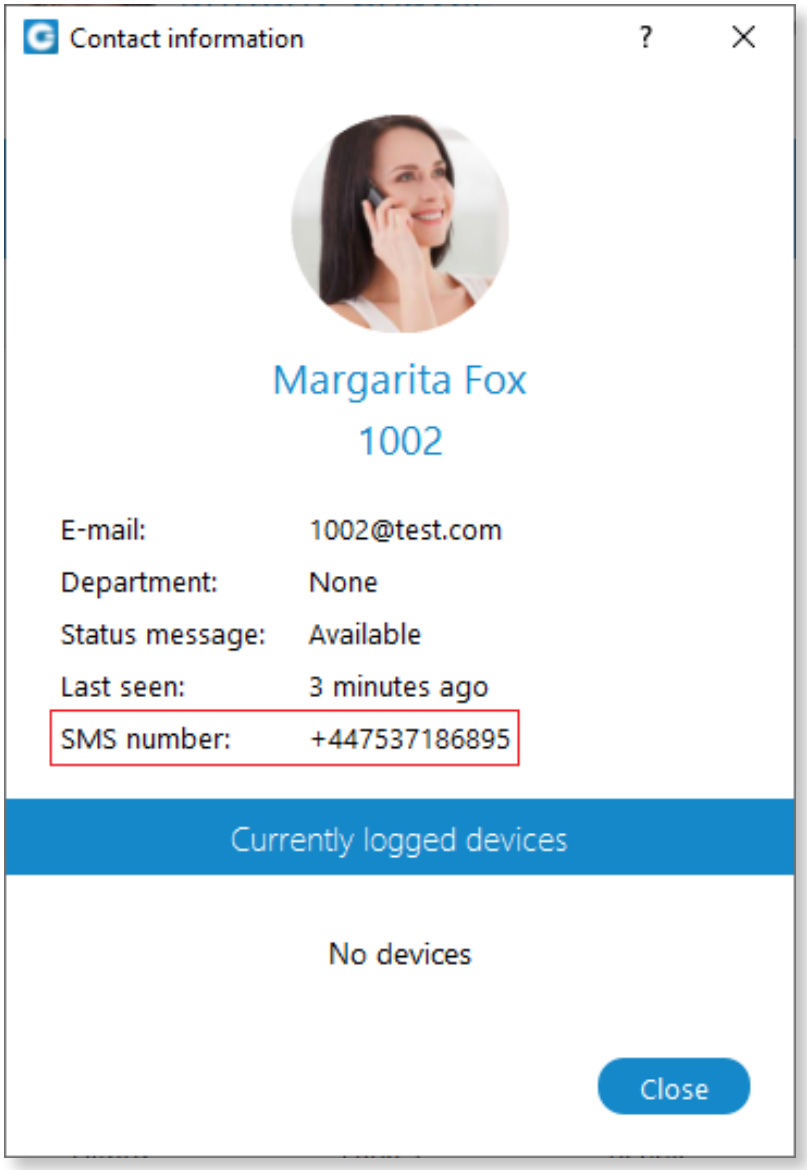
Communicator 6.3 brings a new SMS feature that allows you to send and receive SMS messages.



In case a user has associated an SMS number with the Extension, they can open the ‘Personal Information’ screen to see their SMS number.

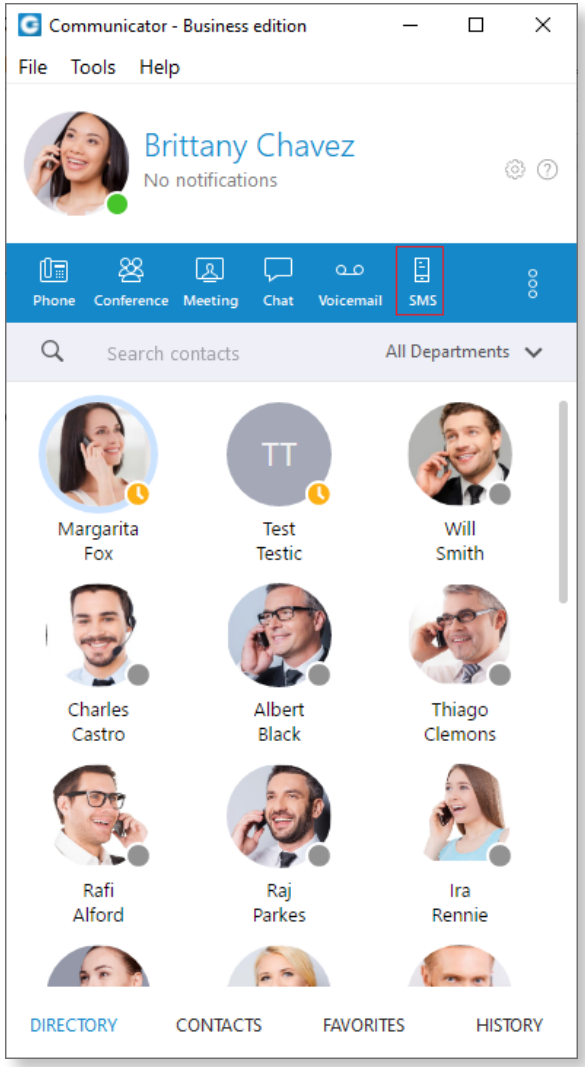


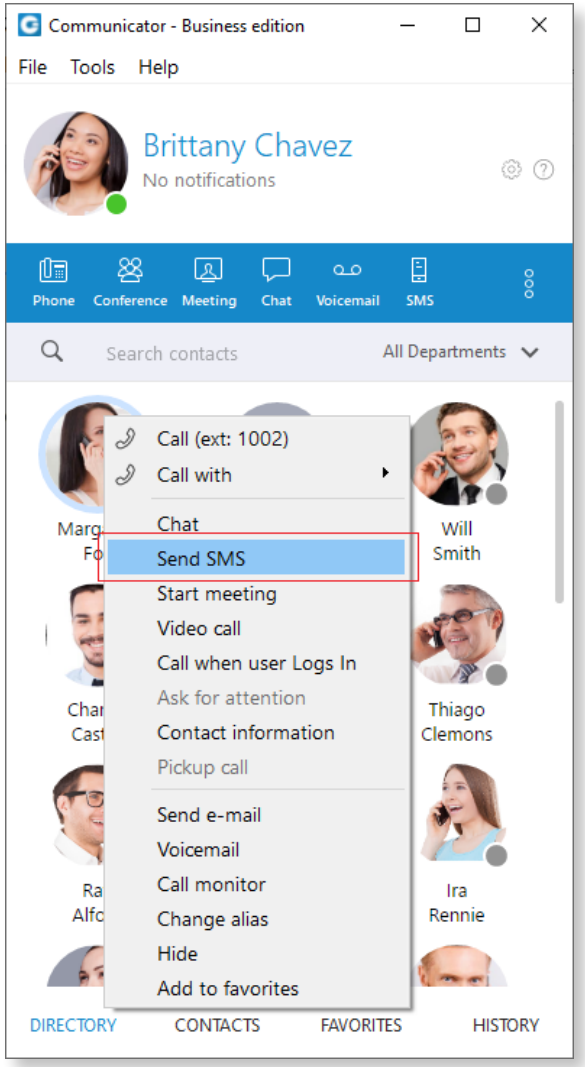
Open the “Contact Information” screen to see the contact’s SMS number.



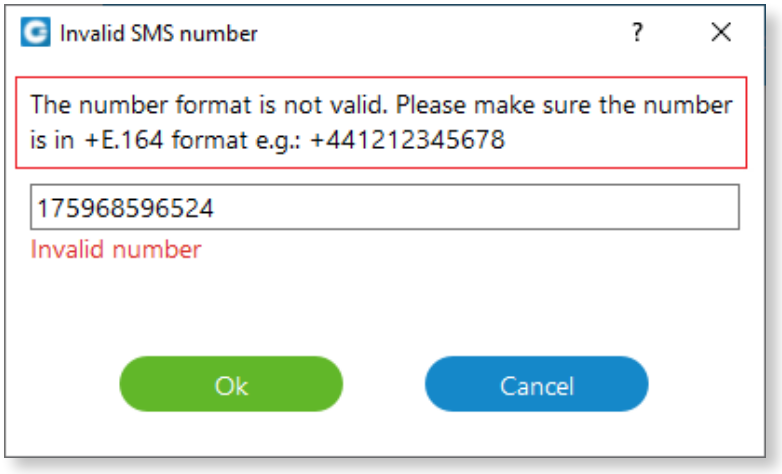
Users can start the SMS conversation in two ways:

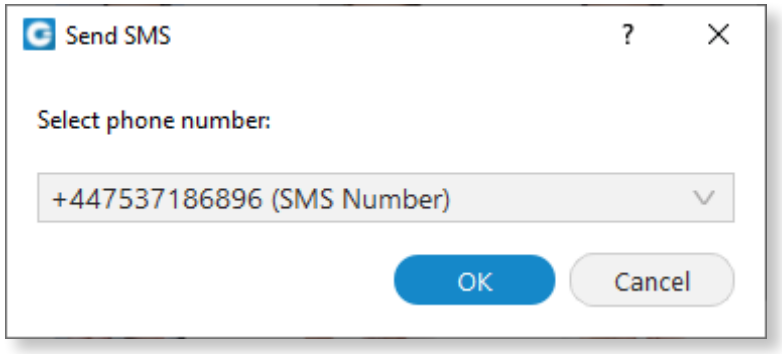
1. By clicking the SMS icon inside the toolbar to open the SMS window.
2. By right-clicking on the contact and selecting the “Send SMS ” option from the drop-down menu.





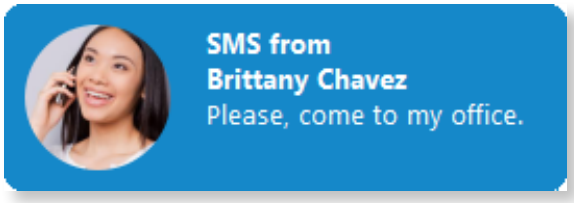
The SMS number must be in the E.164 format or a local number relative to the PBX. Otherwise, you will not be able to create an SMS conversation.



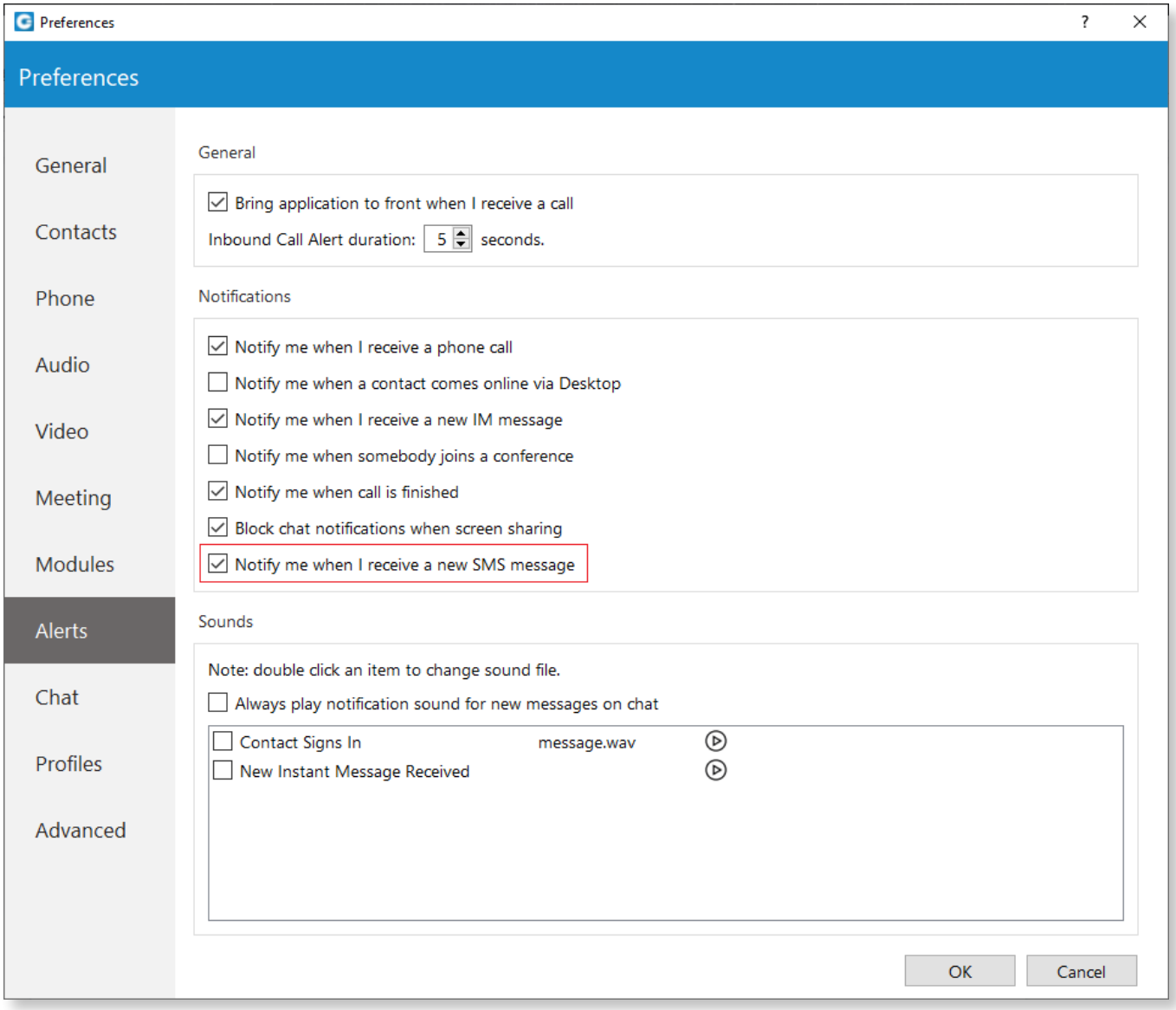


In case a contact has more than one number entered in their mobile list, the pop-up window will appear. Users will then be able to select which number they want to send an SMS.

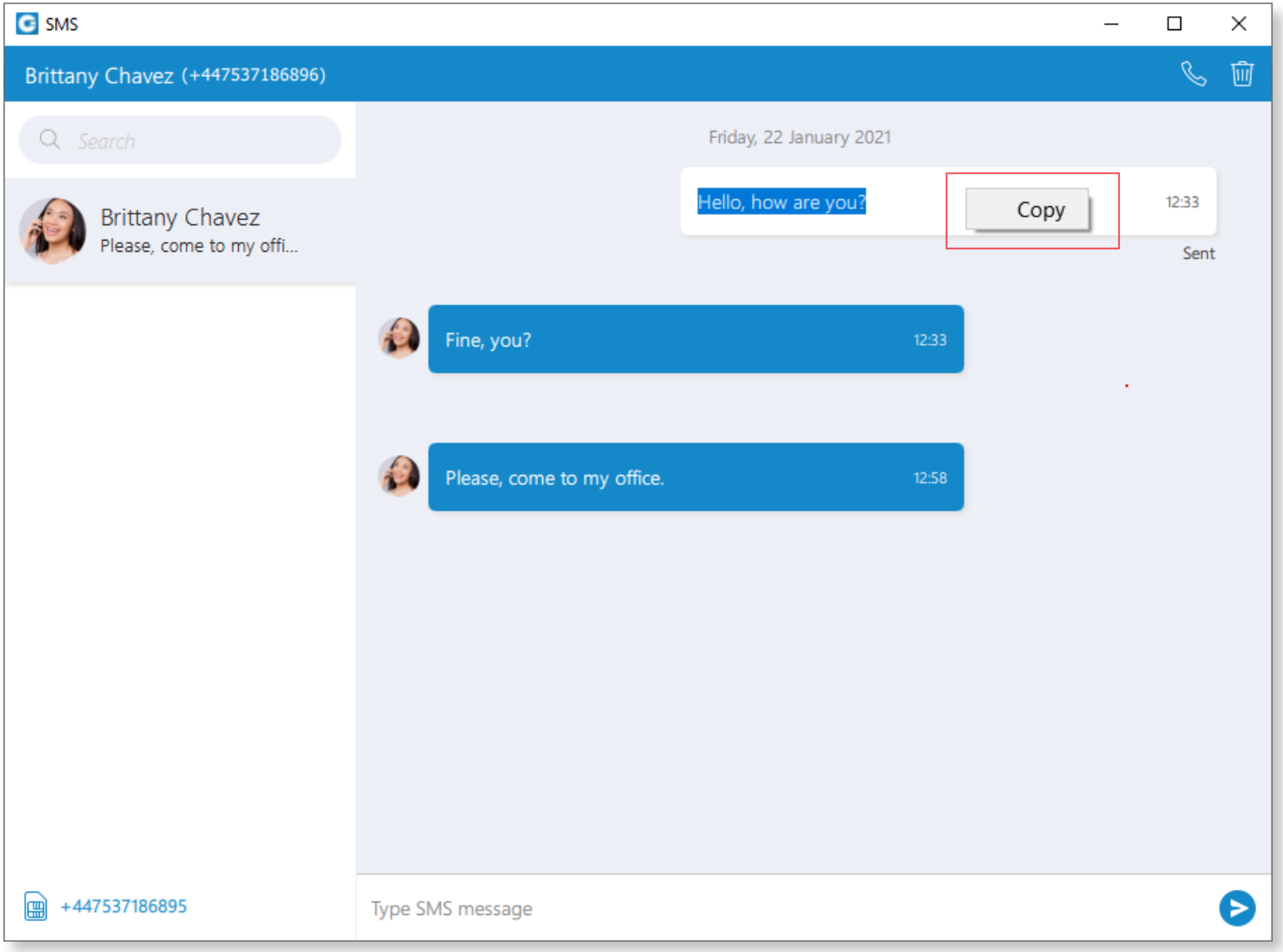
Upon receiving an SMS message, a pop-up notification will appear.



To turn off the SMS notifications, please navigate to ‘Preferences’ => ‘Alerts’ and uncheck the “Notify me when I receive a new SMS message” option. *This option is checked by default*.

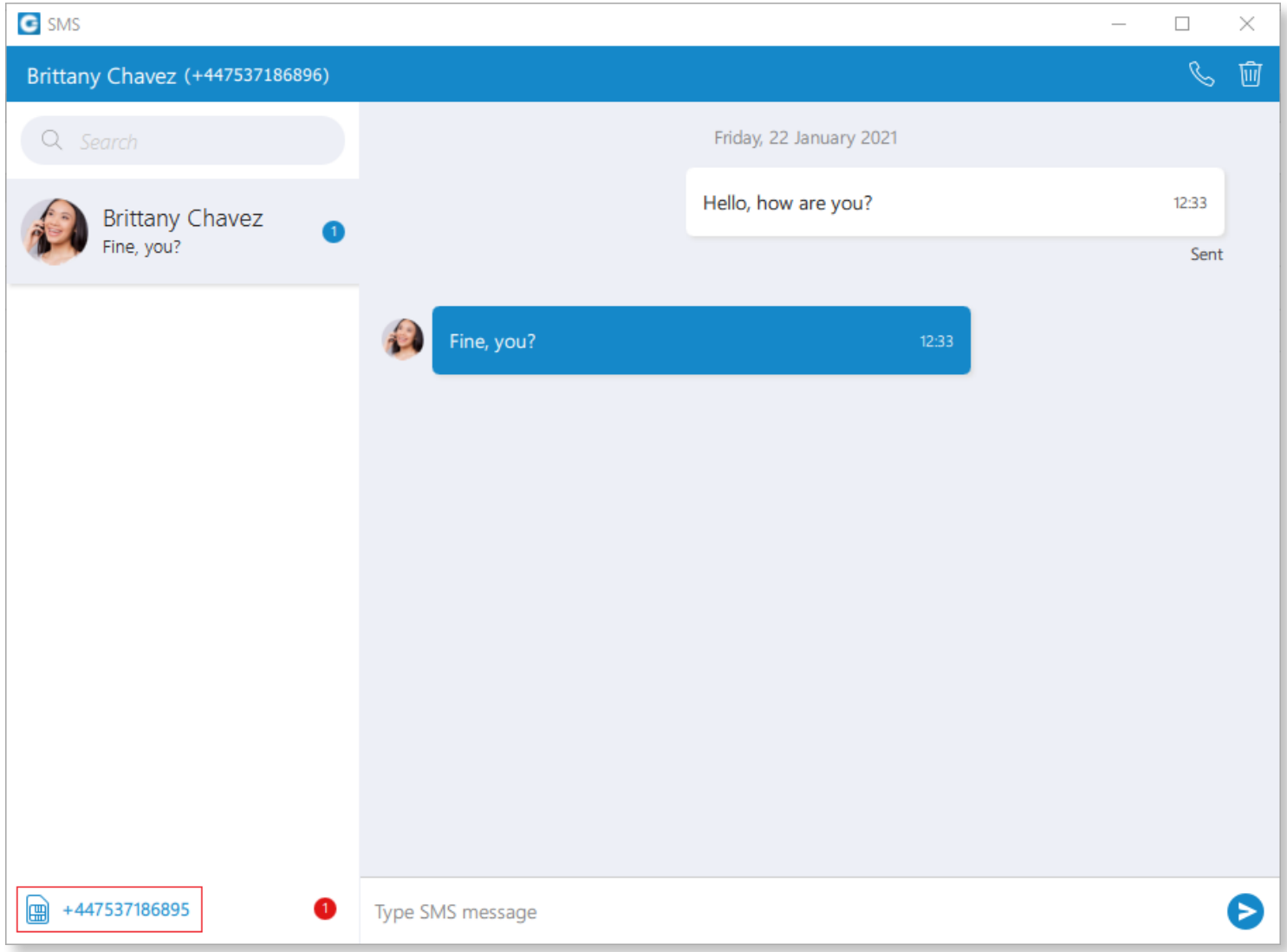


The SMS window has a similar look as the chat window. Right-clicking inside the rectangle allows users to copy the previously selected text.

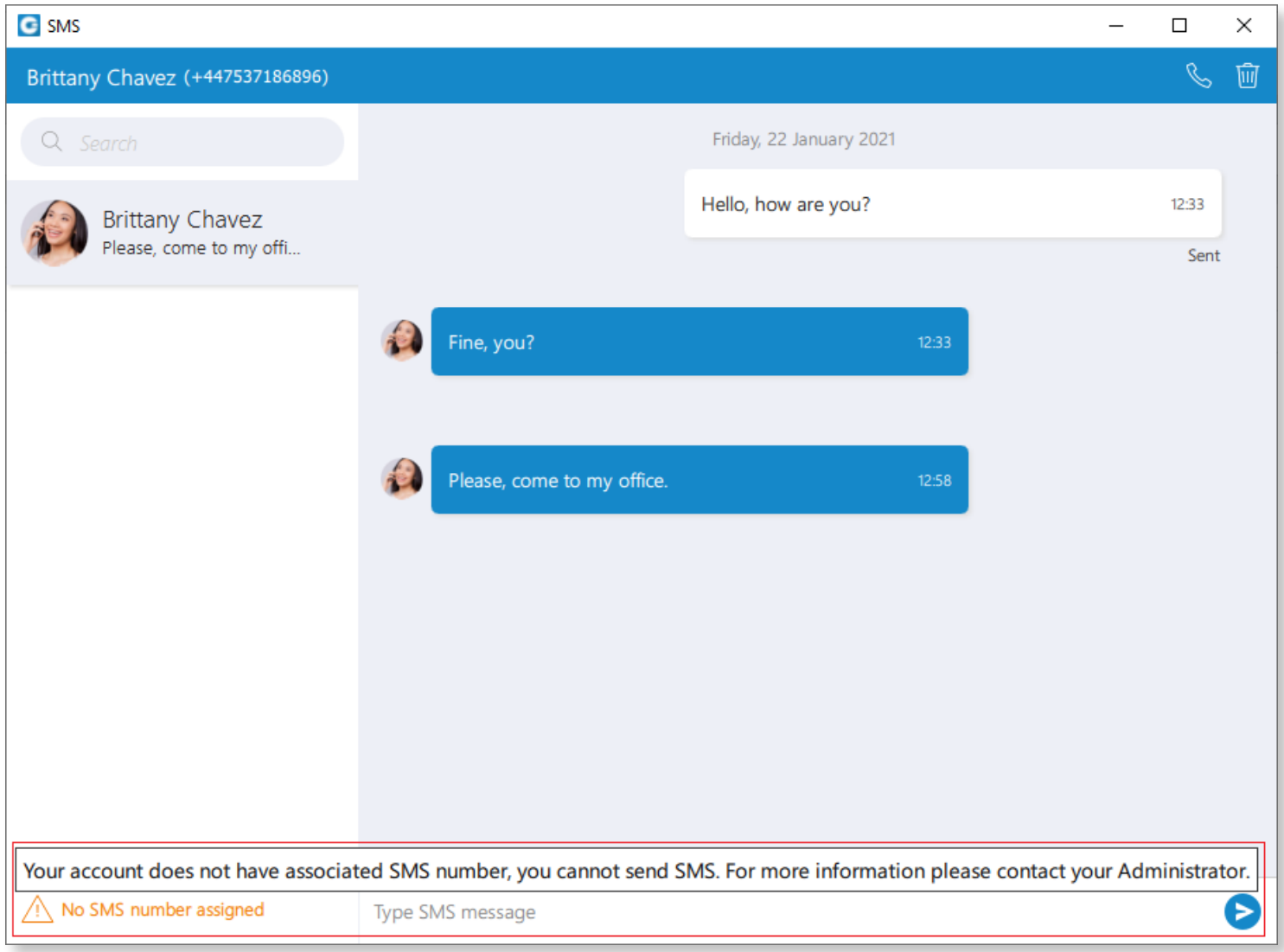


There are two types of indicators:

The SMS card with a number - The account has an associated SMS number, and the user can **send/receive** SMS messages.

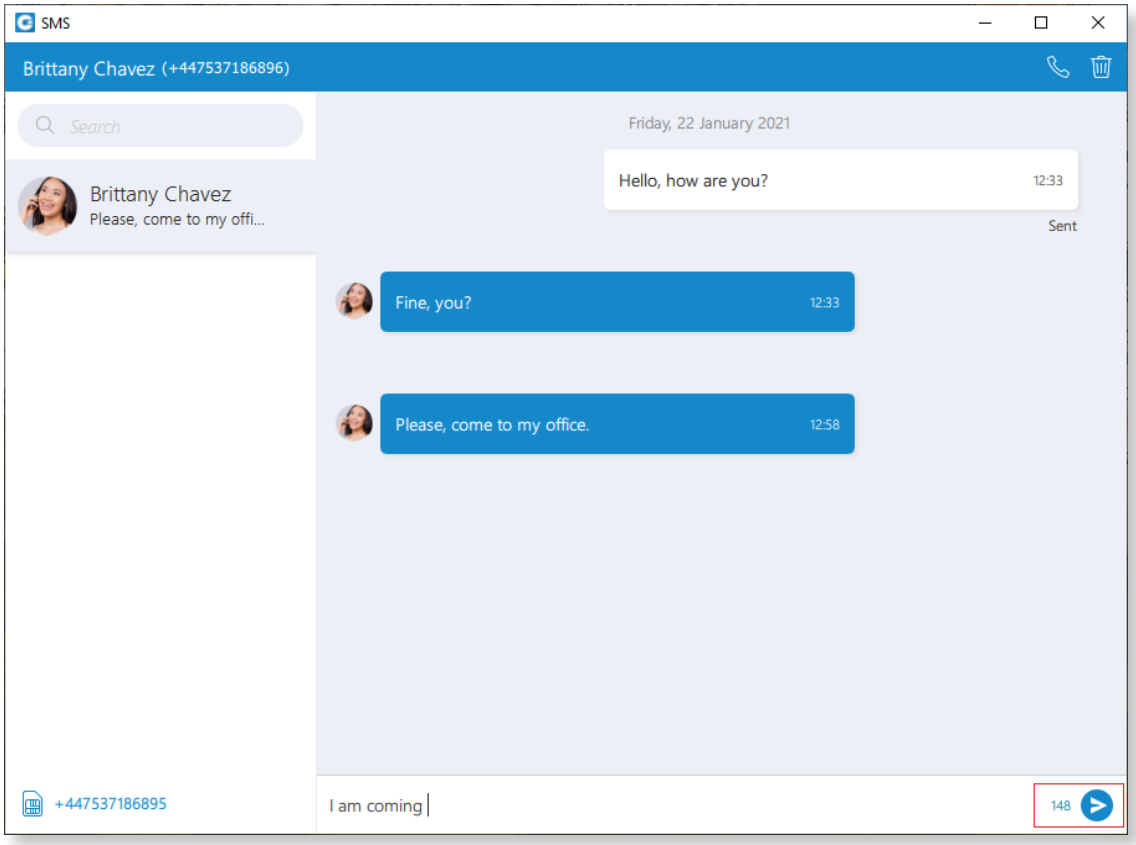


The warning sign (the orange triangle) - The account does not have an associated SMS number, and the user **cannot send/receive** SMS messages. For more information, please contact Administrator.



To send an SMS message, click the ‘Send’ icon on the right side of the input field. The ‘Enter’ key on the keyboard represents a new line.

The maximum number of messages that you can send at the same time is four. The SMS message counter can be found next to the ‘Send’ icon.

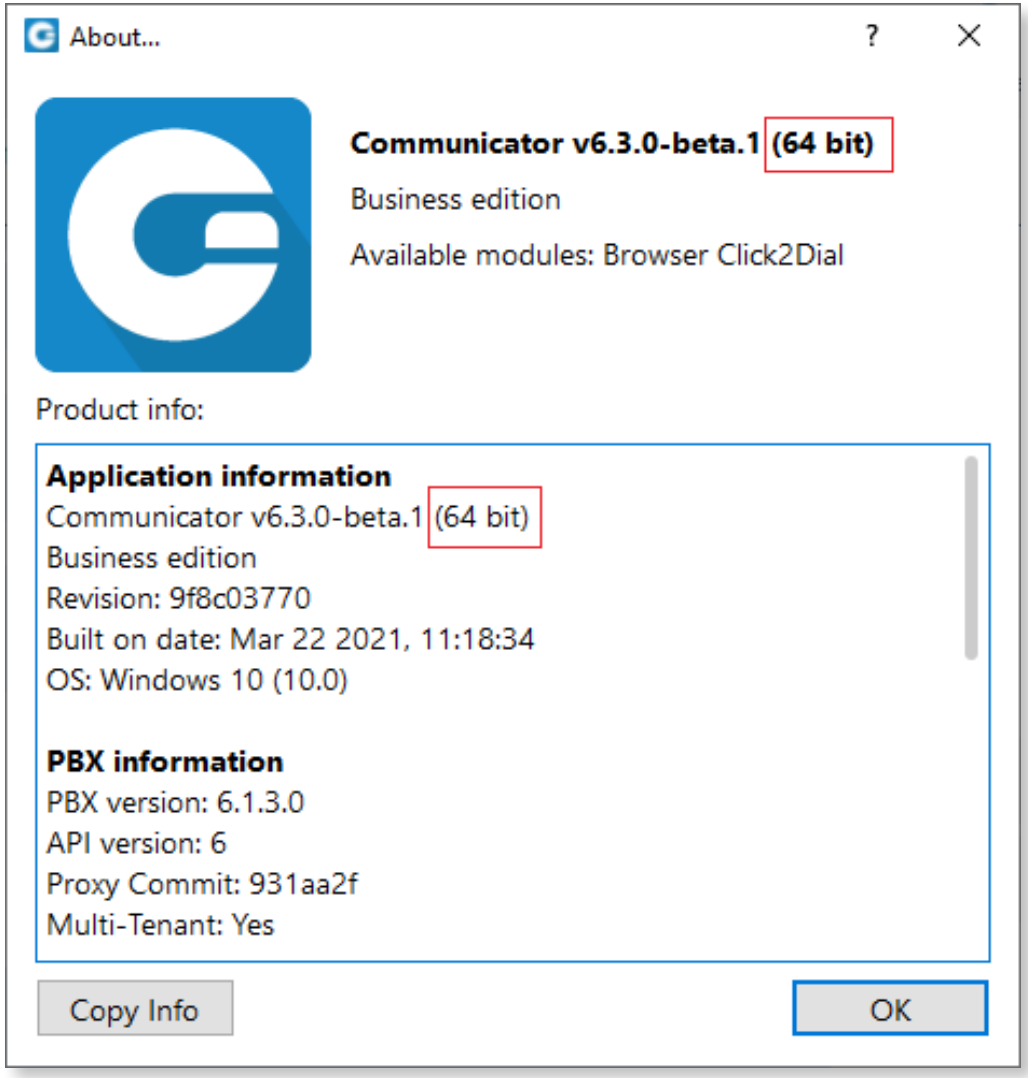


The SMS message has only three states:

- **Sending**
- **Sent** (This does not mean that the message has been delivered.)
- **Failed** (When the SMS message is in this state, you can click the ‘Retry’ option to send it again.)

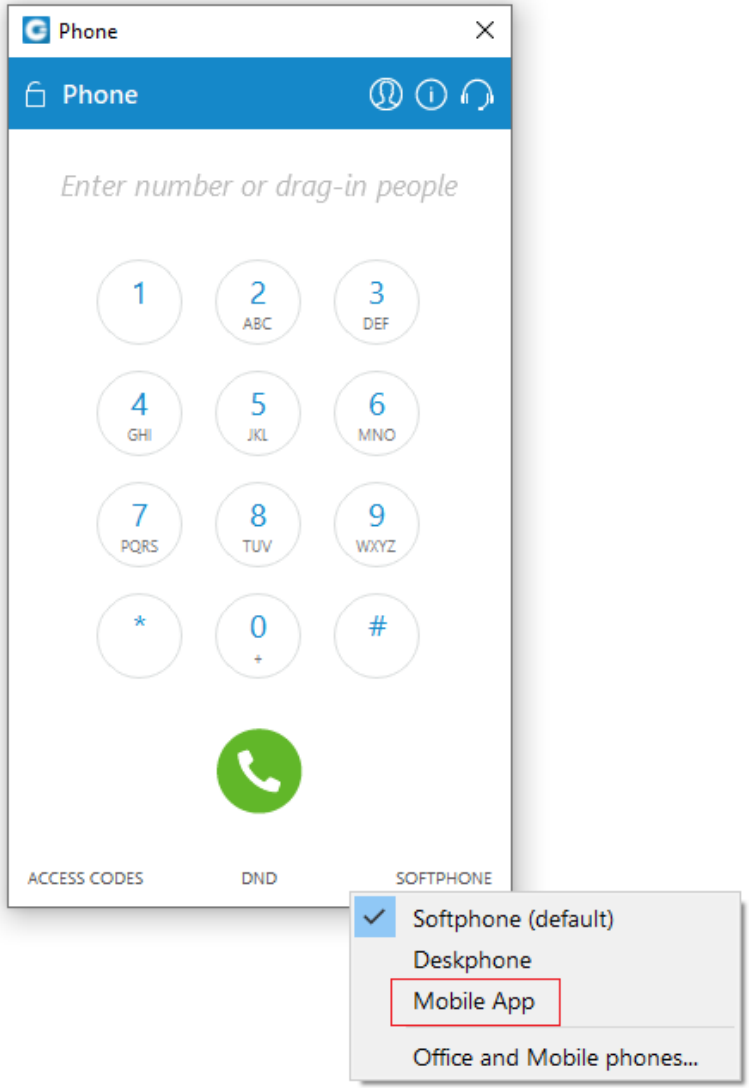
64-bit support for Windows

The application is built for the 64-bit platform on Windows.



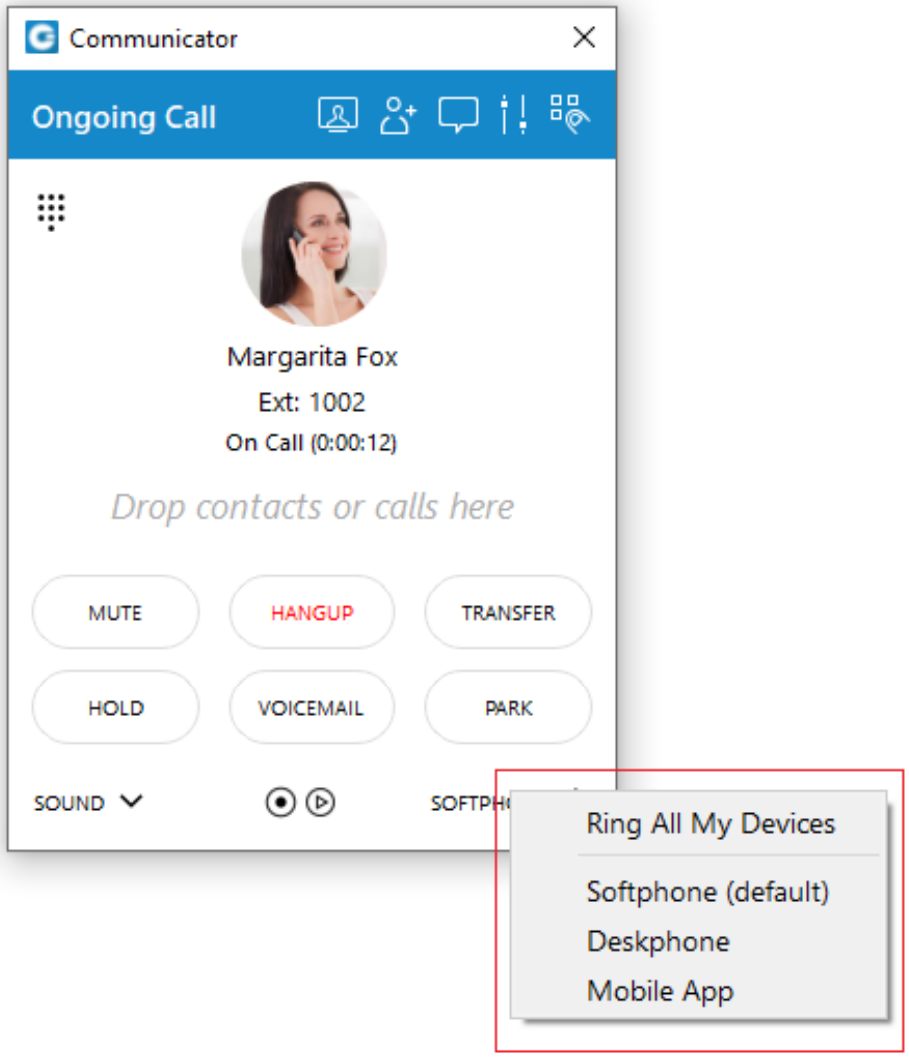
Choose a mobile application as a default device

Users can choose a mobile application as a default device when placing calls.



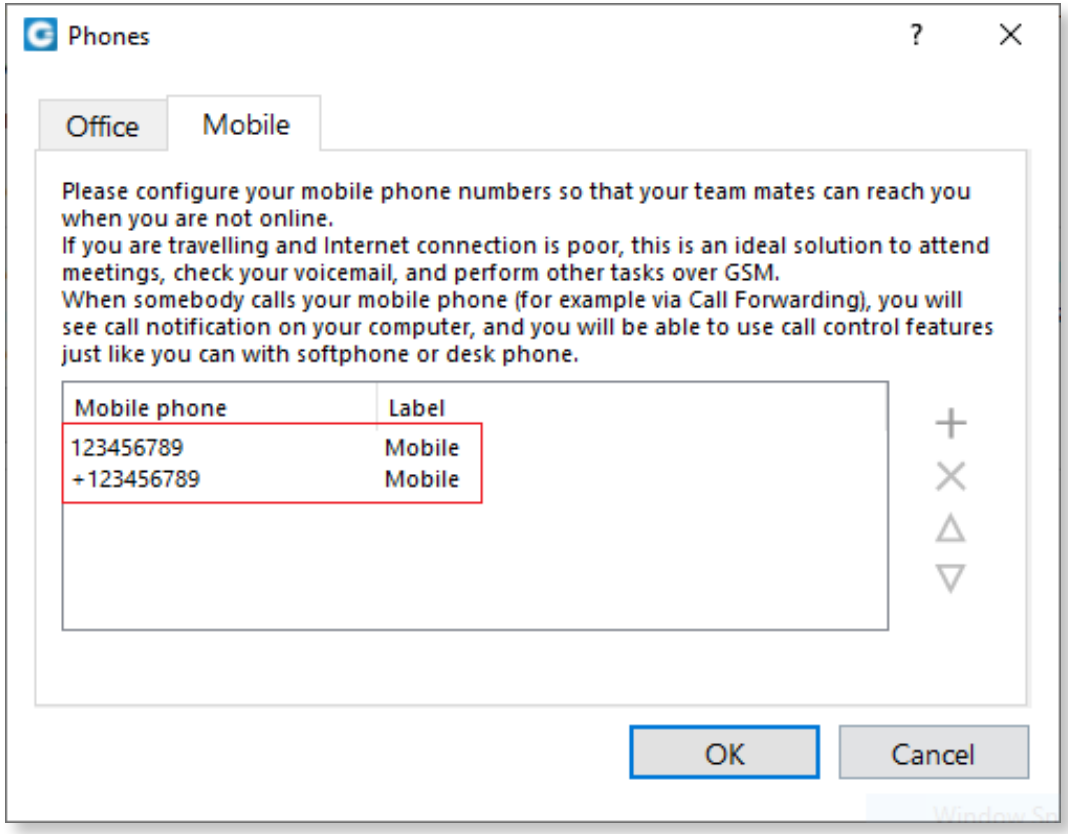
Choose the desired device when switching devices

During a live call, users can now use the ‘Switch Phone’ button to initiate ringing across all registered devices or a specific device (a softphone, desk phone, and mobile app), so the user can continue the call on another device.



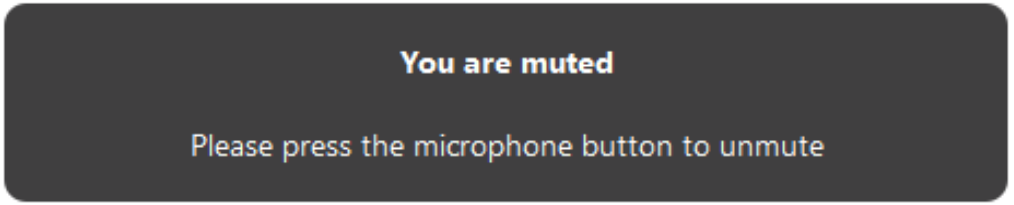
Support for E.164 numbers when adding mobile numbers

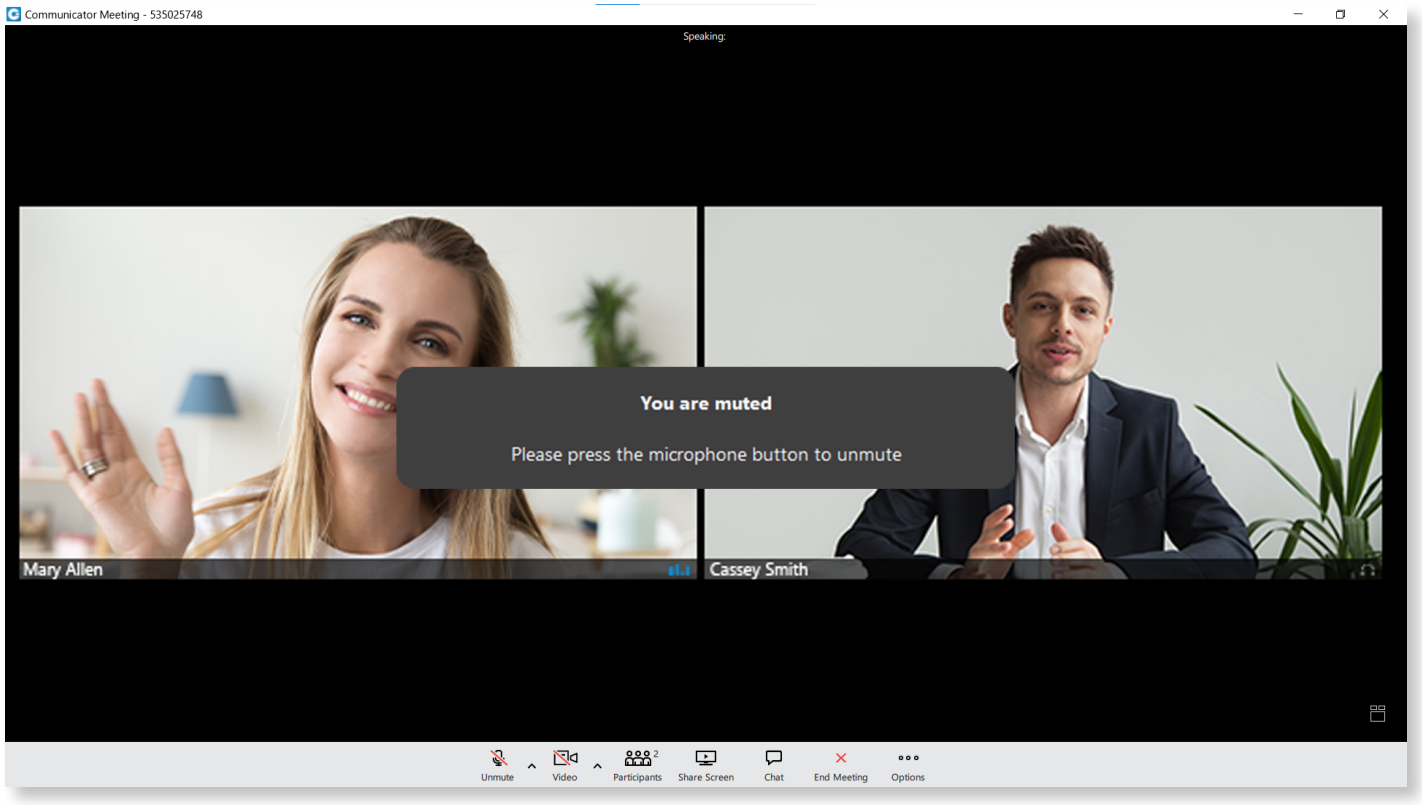
The entered mobile phone number can be with or without the '+' (plus) sign.



Meeting module: Notify the user when talking while muted

If a user has joined a meeting by softphone and is on mute while attempting to talk, they will receive a notification informing them that they must unmute to be heard.





Bug Fixes & Improvements

- Added support to include a timestamp when sending seen and delivery reports in chat
- Fixed a bug where the message pop-up window is shown on each login if the chat feature is disabled
- Fixed freeze caused by executing search per session in the chat
- Fixed video call crashes
- Fixed automatic updates for Linux users
- Fixed a crash for automatic updates on Windows
- Fixed an issue with the selected tab background color on macOS Big Sur
- Fixed an issue where the call window buttons are not clickable on macOS Big Sur
- Fixed an issue where the default IM sound file is set as a 'Sign In' sound file instead
- Fixed a bug where the Agent panel always pops up on an incoming call regardless of the settings set in 'Preferences'
- Fixed an issue where 'Block chat notification when screen sharing' does not work for chat messages
- Meeting Module: Increased the maximum number of video participants in a grid view from 9 to 12
- Meeting Module: Increased the spacing in the meeting chat between text and time label
- Meeting Module: Added an automatic reconnection to the meeting chat server in case a connection loss happens
- Meeting Module: Added a scroll bar and word wrapping to the "Meeting List" window
- Meeting Module: Fixed a bug where the camera is still in use after the meeting has ended
- Meeting Module: Fixed a bug where avatars are not visible in the meeting participant list
- Meeting Module: Fixed a bug where the participant list is not displayed in the 'Meeting List' window
- Meeting Module: Fixed a bug where the confirmation window is not visible when trying to delete a meeting from the 'Meeting Details' window
- Meeting Module: Fixed a bug where the participant's video stream would be paused after a connection loss

- Meeting Module: Fixed a bug where the presenter's video stream would be paused after hiding and showing the video carousel
- Meeting Module: Show meeting controls when a new chat message is received
- Meeting Module: Check for the screen recording permissions on macOS and display a warning message to the user if permission is not granted
- Meeting Module: Fixed a bug when the presenter's video is displayed twice in the carousel
- Meeting Module: Fixed a bug to adjust the invite meeting dialogue size to fit the content
- Updated audio backend
- Updated French translation